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Army Performance Improvement Criteria - APIC Training Module 17

"Category 4 – Measurement, Analysis, and Knowledge Management"

The Details of the Criteria

Category Four: Measurement, Analysis, and Knowledge Management

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- This week's TMT continues the details of APIC with Category Four – Measurement, Analysis, and Knowledge Management, item 4.2.

- We encourage you to keep and consolidate these training modules for future reference.

Category Four: Measurement, Analysis, and Knowledge Management

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- The Measurement , Analysis, and Knowledge Management Category examines *How* your organization selects, gathers, analyzes, manages, and improves its data, information, and knowledge assets. Also examined is *How your* organization reviews its performance.

- The Measurement, Analysis, and Knowledge Management Category is comprised of two “Key Performance Areas” that we refer to as KPAs.

  - 4.1 – Measurement, Analysis, and Review of Organizational Performance

  - **4.2 – Information and Knowledge Management**

Category Four: Measurement, Analysis, and Knowledge Management

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4.2 addresses: How do your organization ensure the quality and availability of needed data and information for employees, suppliers, partners, collaborators, and customers?

- It asks us to describe how our organization builds and manages its knowledge assets.

- Information and Knowledge Management (4.2) has three sections (areas to address) that ask us a series of questions related to:
  - 4.2a. Data and Information Availability
    - 4.2b. Organizational Knowledge Management
      - 4.2c. Data, Information, and Knowledge Quality

Category Four: Measurement, Analysis, and Knowledge Management (4.2)

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4.2a Data and Information Availability questions ask:

(1) How do you make needed data and information available? How do you make them accessible to employees, suppliers, partners, collaborators, and customers, as appropriate?

(2) How do ensure that hardware and software are reliable, secure, and user-friendly?

(3) How do you ensure the continued availability of data and information, including the availability of hardware and software systems, in the event of an emergency?

(4) How do you keep your data and information availability of mechanisms, including your software and hardware systems, current with business needs and directions and with technological changes in your operating environment?

Category Four: Measurement, Analysis, and Knowledge Management (4.2)

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4.2b Organizational Knowledge Management questions ask:

How do you manage organizational knowledge to accomplish the following:

- The collection and transfer of employee knowledge
- The transfer of relevant knowledge from and to customers, suppliers, partners, and collaborators
- The rapid identification, sharing, and implementation of best practices

Category Four: Measurement, Analysis, and Knowledge Management (4.2)

4.2c Data, Information, and Knowledge questions ask:

How do you ensure the following properties of your data, information, and organizational knowledge:

- **Accuracy**
- **Integrity and reliability**
- **Timeliness**
- **Security and confidentiality**

Category Four: Measurement, Analysis, and Knowledge Management (4.2)

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We ask that you look over each of these questions and establish in your mind or on paper what you think the answers are.

These will be similar questions that you will be asked during the APIC/ACOE On-Line Survey later this summer or fall.

More Information about the Army Performance Improvement Criteria and the
"APIC" website can be found at:

www.hqda.army.mil/leadingchange/